

AVANI

Victoria Falls Resort



Just ask...

Guest Service Directory



AVANIHOTELS.COM

A to Z of all you need to know

This hotel is situated within the Mosi-oa-Tunya National Wildlife Park, a World heritage site, guests are requested not to cut, remove or damage any of the plant life. Guests are also warned that they may encounter wild or dangerous animals within the grounds, particularly after dark, and must not approach, feed or otherwise interfere with such animals.

Swimming or paddling in the Zambezi river is strictly prohibited.

In event of an Emergency Dial “9”.

Victoria Falls

A World Heritage Site

Victoria Falls is one of the largest and most beautiful waterfalls in the world. In 1989, UNESCO declared the Victoria Falls “complex” a World Heritage Site at the request of the governments of Zambia and Zimbabwe due to its outstanding natural attractiveness and unique geological features. In addition, the Victoria Falls is the centre of tourism and a resource of considerable benefit to the development of the two countries. The governments of both countries have shown remarkable willingness and commitment to collaborate in ensuring maintenance or expansion of the economic benefits of tourism whilst maintaining the quality of the resource and environment.



The Victoria Falls is partly in Zambia and partly in Zimbabwe. The Zambian portion follows the Mosi-oa-Tunya Park until the Maramba River where, after crossing the river, it moves along the western edge of the Maramba River until it joins the Zambezi River. It then moves along the edge of the Zambezi River upstream to a point over 12km from the Maramba-Zambezi confluence. This point is still in the Mosi-oa-Tunya National Park.

The Mosi-oa-Tunya Zoological Park is the smallest park in Zambia having an area of approximately 600 ha. It is approximately 20km long and has a range from 0.5km to over 5 kilometres. Vegetation in the park is mainly mixed woodland and Mopane woodland, with various other types forming a smaller proportion. Animals found in the park are mainly browsers and grazers.

Activity centre

Our Activity Centre is located between the retail Centre and the Conference Centre and facilitates bookings for all activities. **Please dial “2433” for assistance and information.**

Airport

Livingstone International Airport is located 15km from Avani Victoria Falls and passengers requiring assistance with flight confirmations can contact our **Hotel Front Desk by dialing “2418”.**



Airlines

For any information regarding airline offices or airline tickets please contact our **Front Desk for assistance by dialing “2418”**.

Air conditioning

Each hotel room has its own temperature control with a cooling system. To control the temperature simply adjust the control situated on the wall next to the bed. The air conditioning units do not have heating systems.

Animals

The Resort being a nature reserve, boasts its own Zebra, Giraffe and Vervet Monkeys. Please take note that these animals are not tame and a safe distance must be maintained at all times. **Do not under any circumstances approach, feed or try to touch the animals.**

Arts and crafts

An extensive curio market is located adjacent to the Resort at the Victoria Falls and provides visitors with a wide variety of locally crafted gifts and souvenirs.



Baby sitting

Babysitting services are available on request; a 6 hour notice period is required in order to schedule a baby sitter for your little one. Please contact our Front **Desk** on **“9 Or 2418”** for further assistance.

Baby cots

Please contact Housekeeping if you would require a baby cot in your room.

Dial “9”.

Baggage service

Should you require assistance with baggage collection from your room please kindly contact the Porter’s Desk for prompt collection.

Dial “2423 Or 9”.

Banks/Currency exchange

For all your exchange requirements Barclays Bank is situated in the Retail Centre next door to the Activity Centre. **Please dial “2429” for further assistance.**



Banquets/Cocktail parties and special menus

Please contact Call Centre should you wish to arrange a private party or a special menu in any restaurant at the Avani Victoria Falls.

Dial “9”.

Bars

Relax and enjoy an exotic cocktail at our Pool Bar open from 10:00 am – 11:00 pm daily.

Breakfast

Breakfast is served from 6:30 am – 10:30 am daily in our Theatre of Food Restaurant overlooking our sparkling swimming pool.

Dial “9”.

Business centre

For all faxing, photocopying, internet and WiFi needs the Business Centre is at your service from 7:00 am – 11:00 pm daily. **Please dial “2418” for further assistance.**



Car wash

The Porter's desk can arrange for your car to be washed. **Kindly dial "2423" for assistance and rates.**

Check in

Our check in time is from 2:00 pm daily, however we will endeavor to accommodate you earlier if requests are made in advance.

Check out

Our check out time is 11:00 am. To request a late departure please contact the front desk in order to make arrangements, please take note that late departures are strictly subject to availability.

Dial "2418".

Child care facilities

Avani Kids Club welcomes all children from 4-12 years of age and offers a range of supervised fun activities for our young VIPS's. **Please dial "2418" for further information.**

Church services

Please contact Call Centre for further information on available church services.

Dial "9".



Conference facilities

It would be our pleasure to arrange all of your conference requirements. For further information please contact our Groups & Conventions Department.

Dial “9”.

Credit cards

For charges incurred during your stay we accept all major credit cards.

Currency exchange

The local unit of currency is the Kwacha. Most foreign currencies can be exchanged at the Banking Facility located at the Activity Centre.

For further assistance please dial “9”.

Direct telephone numbers

For your convenience the following numbers have been programmed into your room phone:

Valet	9	Reception	9
Housekeeping	9	Outside line	9
Concierge	9	Voice mail	9
Wake up call	9	Restaurant	9
Room service	9	Operator	9
Guest relations	5	Porters	9



Room to Room: Dial the room number required.

E.g. “3345”.

Local calls: Dial “0” for an outside line followed by the area code and then the telephone number.

Doctor

We have a clinic situated on site where a qualified nurse is in attendance daily from 8:30 am – 4:00 pm. Outside of these hours please contact reception. Our House Doctor is on call at all times.

Dial “9 Or 2418”.

Dress code

The dress code at the Hotel is casual during the day and informal in the evening, however we request that a shirt and shoes are worn in the Restaurant and Lobby.

Duty manager

If you experience a situation during your stay that requires immediate attention we are at your service 24 hours a day.

Dial “2418”.



Electrical supply and convertors

The voltage in the Hotel is 220 volts. International plug sockets are featured in every room. **Please dial “9 / 2418” for further assistance.**

Fire emergency and evacuation

Should you detect a fire, please call “9” immediately. Do not endanger yourself collecting personal effects. Follow the emergency exit signs to the nearest emergency exit, remaining as close to the floor as possible. If you are trapped in a room use wet towels to mask against the smoke, call the Operator and give your name and room number.

First aid/emergencies

In case of any Medical Emergency please contact the Call Centre Operator by **dialing “9”** and calmly inform them of your Emergency.

Florist

For that special occasion, our florist will gladly assist you with a floral arrangement. Flowers can be ordered through our Call Centre.

Dial “9”.



Gift shop

Located next to our Reception Desk, our Gift Shop offers an exclusive range of authentic artifacts. The gift shop is open from 8:00 am – 6:00 pm.

For further assistance please dial “2373”.

Government tax

The Government Tax Rate of 16% VAT is levied on all purchases. 1.5% Tourism Levy on accommodation and food and beverage purchases.

Hairdryer

For your convenience each room is equipped with a hairdryer.



Health and beauty

For further information on our spa facilities please dial “2546”.

Hotel reservations

Our Reservations office operates daily from 8:00 am – 5:00 pm and we look forward to welcoming you back to Avani Victoria Falls. If you require any assistance with any future travel arrangements then please do let us know.

Dial “9”.

Housekeeping

For servicing your room, pressing, extra pillows or blankets, baby cots, hangers or any sundry items you may need kindly contact our Housekeeping Department.

Dial “9”.

Ice supply

Ice can be obtained from the vending area located in each block on the ground floor level.

In room dining

In room dining is provided by the Hotel daily. Please consult the in room dining menu provided in your room. **Dial “9”.**



In room tea and coffee

Your hotel room has been stocked with Tea and Coffee making facilities for your convenience. Should you require any additional items please contact Housekeeping.

Dial “9”.

Insect repellent/vaporiser

To deter mosquitos and other flying insects we have installed a plug-in vaporizer in your hotel room. To use, simply plug into the wall socket and turn on. The unit will emit an invisible insect-repellent vapour which is harmless to humans. Dial “9”.

Internet facilities

Four computers in the Business Centre are available for you to connect to the internet. If you have your own laptop with you then please feel free to use this device to connect to the internet for free. Please contact Hotel front Desk for further assistance regarding WiFi.

Dial “2418”.



Laundry and dry cleaning service

Laundry bags and laundry lists are provided in your room. If received by 9:00 am your laundry will be returned by 6:00 pm on the same day excluding Sundays and Public Holidays.

Dial “9”.

Local information

For further information regarding places of interest in and around Livingstone please contact our Activity Desk.

Dial “2496”.

Lost and found

For any lost or misplaced items contact security at your earliest convenience.

Dial “2413”.

Maintenance

If you experience any defects or malfunctions in your room please contact our prompt response centre.

Dial “9”.



Massage

We have a wide variety of massages available, either in the privacy of your room or at the poolside. **Please dial “2546”**. for further information.

Messages

If you're expecting a call or would like to leave a message kindly advise the front desk by **dialing “2418”**.

Mini bar

Your mini bar can be stocked on request. Should you wish for us to stock your fridge then **please dial “9”** and our Call Centre Team will gladly assist you.

Passports

For a day trip into a neighbouring country a valid passport will be required. Please ensure that you have obtained the required Visa prior to departure.



Parcels and packaging

Should you wish to have your parcel shipped or couriered to your home address then please contact our Hotel Front desk where we will gladly attend to your requirements.

Dial “2418”.

Pharmacy and pharmaceuticals

The Hotel stocks a small range of the usual pharmaceutical products. Please contact Reception should there be any item you require urgently. The pharmacy in Livingstone is available for prescription pharmaceuticals.

Dial “2418”.

Photocopy services

Please contact Front Desk for assistance.

Dial “2418”.

Pets

We regret that pets are not allowed in this hotel.



Pool towels

Pool towels are provided at the pool. Please refrain from removing the towels from your bedroom.

Pressing

Please contact Housekeeping for any pressing requirements.

Dial “9”.

Rain coats and umbrellas

For your convenience these items are available from the Front desk.

Restaurants

Kindly contact our Restaurant Reservations line for information and reservations pertaining to all restaurants situated at Avani Victoria Falls.

Dial “9”.

The Theatre of Food

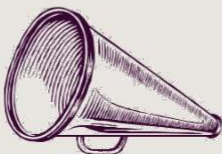
The Pool Grill À la

Buffet Restaurant

Carte Lunch and

Breakfast and Dinner

Dinner



Room service

Room Service is available from 6:00 am until 2:00 am daily. Kindly call the Hotel call centre to facilitate your order. Please refer to the room service menu available.

Dial “9” to place your order.

Safety deposit box

All bedrooms at Avani Victoria Falls are equipped with electronic safes for your convenience. Please be advised that the hotel is not responsible for any valuables left in your room.

Sales enquiries

For information and assistance regarding the booking of accommodation, incentive tours, conferences, conventions, banquets or any other related events, our Groups & Conventions Department is available to assist you with all your needs.

Dial “9”.

Security

Please close both your room door and sliding door and ensure that you lock your valuables in your personal safety deposit box prior to vacating your room.



Shopping, gifts and curios

There are a number of gift and curio shops located on the Resort. Enquire at Front Desk for directions to your favourite shopping outlet.

Dial “2418”.

Shuttle

The inter-hotel shuttle runs from Reception on a 24 hour basis between Avani Victoria Falls and the Royal Livingstone by Anantara.

Spa

Internationally acclaimed Health & Beauty Spa situated at the Royal Livingstone. For further information and spa bookings please **dial “2546”.**

Swimming pool

A swimming pool is available for all hotel guests and is located in the garden closest to the Pool Bar, pool towels are available at the swimming pool for your convenience.



Taxi

Taxis are available from the Reception Desk.

Dial “2423”.

Telephone

Outside Line Dial “0”. Then Dial “00” for an international line Please consult our Operator for country codes and additional information.

Dial “9”.

Television

Multiple channels are available on the TV in your room, with both international and local programming.

Tipping

As an International Destination it is customary to tip for good service received. The accepted amount is normally 10%. Please note that tipping is at your discretion and is not compulsory at all.

Travel & tour arrangements

Please contact the Activity Centre to make the necessary arrangements.

Dial “2433”.



Valet assistance

Housekeeping will gladly assist you with the pressing of your clothing. Please call for assistance and rates.

Dial “9”.

Valuables

You are advised to use the electronic safe in your room to store your valuable items. The hotel will not be responsible for any loss of cash or valuables not deposited in our safe deposit boxes.

Victoria Falls access

Access to the Victoria Falls via The Knife’s Edge Bridge is possible via The Falls Gate, within easy walking distance of the hotel between 6:00 am – 6:00 pm daily. Shoes with non-slip soles are recommended.

Wake up calls

A wake up call service is available; please contact our Call Centre to book your call.

Dial “9”.



Water

We are very proud that tap water and ice on the Resort is purified on our own on-site purification plant and is therefore safe to drink. It is regularly tested by FCS, a SANA accredited laboratory to ensure compliance with ISO/EC 17025. Whilst we are quietly confident about the water and ice on the Resort please do exercise caution when drinking water or ice off the Resort.

Wi-Fi internet

All hotel rooms and public areas of the Avani Victoria Falls are WiFi connected. Our Front Desk is able to assist you with requirements.

Dial “2418”.

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Travel & tour arrangements

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Just dial...

Telephone Directory



Want to dial someone?

For further information please contact our Telephone Operator by dialing "9".

Housekeeping	Dial 9
Porters Desk	Dial 9/2423
Room Service	Dial 9
Outside Line Wake	Dial 9
Up Calls	Dial 9
International Calls	Dial 0 followed by 00
Room to Room Calls	Dial the room number

International direct dialling

0 + 00 + Country Code + Telephone number

Angola	+244	Congo	+242
Argentina	+54	Cuba	+53
Australia	+61	Denmark	+45
Belgium	+32	France	+33
Botswana	+267	Gabon	+241
Brazil	+55	Gambia	+220
Cameroon	+237	Germany	+49
Canada	+1	Germany	+49
Chad	+235	Ghana	+233
Chile	+56	Greece	+30
China	+86	Israel	+972

International direct dialling

0 + 00 + Country Code + Telephone number

Italy	+39	Norway	+47
Japan	+81	Portugal	+351
Kenya	+254	Rwanda	+250
Lesotho	+266	Russia	+7
Madagascar	+261	South Africa	+27
Malawi	+265	Spain	+34
Malaysia	+60	Swaziland	+268
Mauritius	+230	Sweden	+46
Mexico	+52	Switzerland	+41
Monaco	+377	Tanzania	+255
Mozambique	+258	Uganda	+256
Namibia	+264	UK	+44
Netherlands	+31	USA	+01
New Zealand	+64	Uruguay	+598
Niger	+227	Zimbabwe	+263
Nigeria	+234		

All telephone calls will automatically be charged to your room account. For further information or assistance please contact our Telephone Operator by **dialling “9”**.

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GHA discovery

Your passport to
Privileged journeys



GHA



Global Hotel Alliance

(GHA) is the world's largest alliance of independent luxury hotel brands and offers one of the industry's best hotel loyalty and reward programmes.

The innovative GHA Discovery programme enriches travel experiences by rewarding guests with hotel benefits and exclusive journeys, to make each stay even more unique and enjoyable.

The GHA Discovery programme offers three levels of membership: Gold, Platinum and Black. These levels are based on the number of nights you stay in a GHA affiliated hotel. Joining GHA Discovery is the first step towards a wealth of unique privileges. Membership is completely free of charge.

Contact any of our front office representatives and you will automatically become a Gold tier member. Learn all about it at **gha.com**



AVANI

Victoria Falls Resort



What matters most

At the heart of everything
we do is balance.



What matters most



The world according to Avani

Avani hotels are designed for the way we travel now. And we think it's all about balance. Balance between coolness and kindness, between design and function and between service and privacy. After all, what good is a cool bar staffed by unfriendly people?

Who wants a beautiful guestroom with a broken air conditioner? What's worse than being pestered by a waiter when you've travelled so far to find peace and quiet? Life in our hotels reflects this balance. Buzzy social spaces that flow with the mood of the day. Stylish guestrooms that simply work.

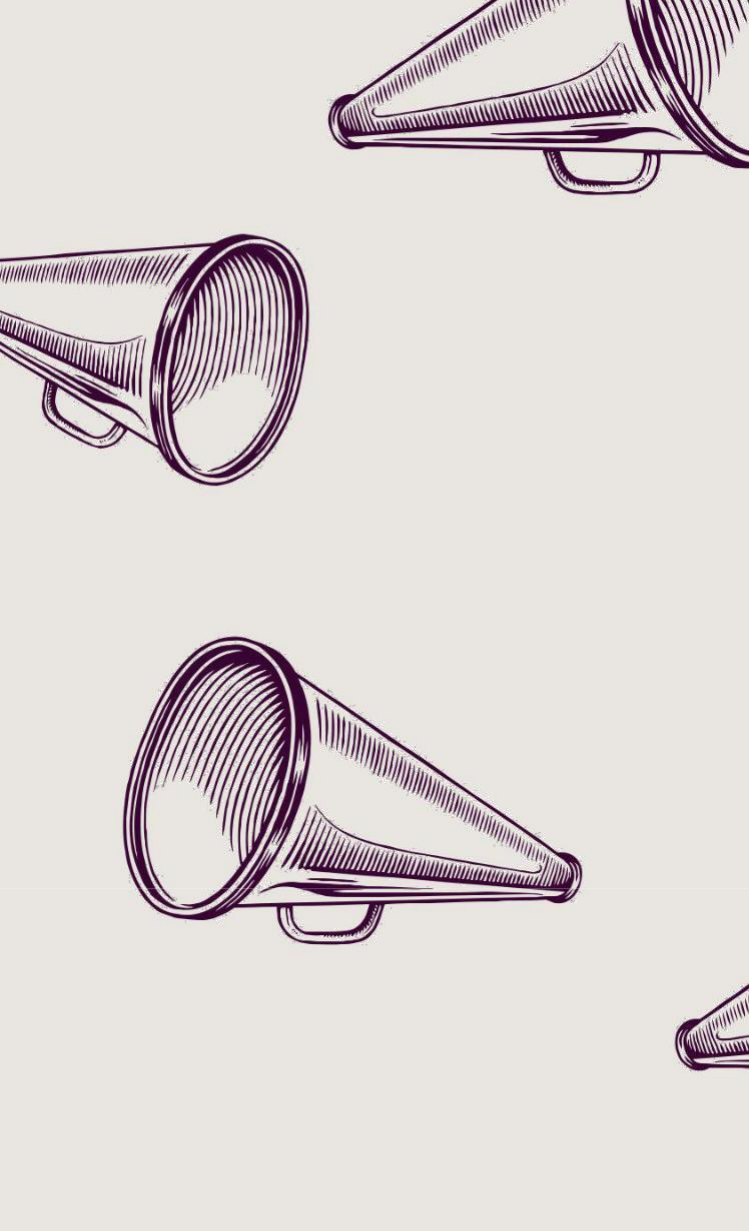
Honest, fresh, locally inspired food. An upbeat service culture rooted in the traditions of hospitality. These are what we deliver. To every guest, every day. These are details that matter.

At Avani Victoria Falls Resort the AvaniFIT concept offers a variety of healthy lifestyle elements so that you can feel good and stay in tip top shape.

We offer:

- A Resort Jogging Map
- In-Room Workout
- Healthy Travel Tips
- Freshly Squeezed Juice

Please contact Front Desk for further information by **dialing "2418"**.



Avani Victoria Falls Resort Mosi-oa-Tunya Road, Livingstone, Zambia

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